

City of Houston
Urgent Care Facilities
What you need to know.....



Urgent Care Centers

- Excellent alternative to Emergency Rooms for less serious, non-life threatening conditions and illnesses.
- Treatment for non-emergency conditions in the Emergency Room can cost hundreds of dollars more than treatment at an Urgent Care Center or physician's office for individuals and the City.
- If you are not sure if you need to go to the ER, speak with your physician or call Cigna's 24 hour nurse line at the number on the back of your Cigna ID card to determine the most appropriate location for UC.

Urgent Care Facilities that can be used for All Cigna Medical Plans

CoH members enrolled in any of the the Cigna Medical Plans may utilize the following Community Emergency Centers at their benefit plan's Urgent Care copayment or co-insurance. (Note: For services at these facilities that are coded as actual Emergency Care, the Emergency co-payment or co-insurance will apply.)

- **Community Emergency Center - San Felipe**
6363 San Felipe St (at Winrock)
Houston, TX. 77057
713-972-8300
- **St. Luke's Community Emergency Center**
2727 W. Holcombe Blvd.
Houston, TX. 77025
832-355-7525
- **Community Emergency Center – Pearland**
11713 Shawdow Creek Parkway (at Kirby)
Pearland, TX. 77584
713-793-4600

Other Urgent Care Facilities for Cigna Open Access (Full) Plan, CDHP or participants who selected Renaissance Physicians in the Cigna Limited Network Plan

Cigna Open Access, CDHP, and participants in the Limited Plan who use Renaissance Physicians can visit any of the Urgent Care Centers that participate in the Cigna Open Access Plus network at their applicable UC benefit. Log on to mycigna.com and look under Facilities or call 1.800.997.1406 for a list of these Urgent Care Centers.

Other Urgent Care Facilities for participants who selected KelseyCare in the Cigna Limited Plan

All other participating Urgent Care Centers in the Cigna KelseyCare network (outside of those listed above) are available to KelseyCare members at the applicable Urgent Care copayment. Convenience Care Clinics are NOT an option for KelseyCare members residing in the Greater Houston Area. The Kelsey-Seybold after hour clinics are also available..

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Kelsey-Seybold offers appointment hours on Saturdays from 9:00 a.m. to 2:00 p.m. at their [West](#), [Spring](#) and [Clear Lake](#) Clinics. These regional clinics offer pediatric and adult primary care services as well as routine lab and radiology services during clinic hours. Their [Katy](#), [Fort Bend](#) and [Kingwood](#) locations also offer Saturday pediatric appointments. To schedule a Saturday appointment, please call our Contact Center at 713-442-0427.

Adult

West
1111 Augusta Drive
Houston, TX. 77057
713.442.2400

Clear Lake
17448 Highway 3
Houston, TX 77014
713.442.4500

Spring
15655 Cypress Woods Medical Drive – Suite #100
Houston, TX. 77014
713.442.1700

Pediatric

Katy
21660 Kingsland Blvd.
Katy, Texas 77450
713.442.4100

Fort Bend
11555 University Blvd
Sugar Land, Texas 77450
713.442.9100

Kingwood
2755 West Lake Houston Parkway
Kingwood, Texas 77339
713.442.2100

After-Hours Nurse Hotline for Kelsey–Seybold Patients

When you call 713-442-0000 after regular business hours, you can speak to a trained registered nurse for immediate assistance with symptoms or illnesses. Registered nurses are available 24 hours a day to provide advice on routine, urgent and emergency medical conditions and help patients decide on the best course of action to meet their medical needs. To access a registered nurse, patients can call their personal care physician's office during normal business hours and ask to speak with a nurse. For urgent medical needs after business hours, on weekends or holidays, patients can call 713-442-0000.